

E911 Wireless Service Board Meeting
Thursday, September 25, 2008
10:00 AM - CESC

Members Present:	Michael Cline, Chairman Lem Stewart David Von Moll Chief Ron Mastin Captain John Furlough Fred Vincent Bobby McAvoy	Robert Layman Phil Heins Pat Shumate Denise Smith Battalion Chief Tracy Hanger Sheriff Fred Newman
Members Absent	Robert Woltz, Jr. – Co-Chairman Linda Cage	Chief Ed Frankenstein
Remote	Abingdon Culpeper	Roanoke
Grant Committee	George Thomas	
Staff Present:	Dorothy Spears-Dean, Coordinator Steve Marzolf Sam Keys Terry Mayo	Lyle Hornbaker Chris Hardesty Lewis Cassada

1. CALL TO ORDER

Mr. Cline called the meeting to order at 10:08 AM.

2. APPROVAL OF THE MINUTES FROM JULY 24TH

Mr. Cline asked for changes/additions to the July 24, 2008 minutes, and there were none. Sheriff Newman made a motion to approve the minutes, and Mr. Stewart 2nd the motion for approval; all approved **13-0-0**.

3. FINANCIAL REPORT

Ms. Spears-Dean addressed the Board and provided an update on the periodic reports for the PSAP Grant Program. Beginning with the November meeting, she will provide the Board with updates on the balance of funding requests by fiscal year as part of an effort to provide tighter fiscal controls. In addition, Ms. Spears-Dean recapped the Financial Report as of June, 2008. Ms. Spears-Dean said there is a new Fund Balance of \$17,833,849.58 (see attachment) for the end of fiscal year 2008. Mr. Cline asked for questions, comments and input from the Board, and there were none.

4. CMRS MONTHLY STATUS SUMMARY

Ms. Spears-Dean addressed the Board and said that since the last Board meeting there are two additional Phase I deployments. These deployments were in rural areas. Ms. Spears-Dean said that staff is working with the agencies to complete the two remaining Phase I deployments. Significant progress has occurred with Phase II deployments. Goochland County – as of yesterday has submitted all of the Phase II deployment tests. Sam Keys has been working with Goochland County. Several other localities have turned up Phase II (noted in white in the hand-out). There are now 21 remaining Phase II deployments. Dorothy Spears-Dean thanked the localities for all of their hard work. Mr. Cline asked for comments from the Board. Mr. Stewart asked is it that we are going to pursue standalone. Steve Marzolf answered no. No more questions.

5. BASELINE INITIATIVE ACTION TEAM

Chris Hardesty introduced himself and addressed the Board. Mr. Hardesty has been tasked to lead the Baseline Initiative Action Team (IAT). Mr. Hardesty began his presentation with a short overview of the Statewide Comprehensive 9-1-1 Plan. Mr. Hardesty informed the Board that the primary objective of the IAT is to develop a survey in the PSAP environment. He talked about what it means to have a successful survey. (Please see presentation) and what would be included in the “Survey Development” – Jurisdictional and Contact; Facility Management; Financial – Operating costs; Equipment and Technology, and also Staffing and Operations. Mr. Hardesty also talked about what the Committee hoped to achieve from the outcome of the survey: a comprehensive inventory of all PSAP assets, resources, services and capabilities; an online, spatially-enabled database for viewing, querying and reporting; reliable data guidelines, recruitment and retention data elements; IP backbone data elements, and a basis for understanding current and future funding requirements.

Mr. Hardesty said the survey has been completed, but before it is released to the PSAPs, the IAT is strongly recommending that staff launch an Education and Outreach Campaign. IAT membership felt that “buy-in” for the Comprehensive Plan is weak state-wide for a variety of reasons: not knowing that the plan exists, confusion about the plan, fears and/or concerns related to the plan, unanswered questions regarding the plan. However, support from APCO and NENA for the plan continues to grow. Mr. Hardesty informed the Board of what is at stake. The baseline survey is the basis for all other initiatives. More education and outreach will equal higher survey returns. A significant investment in the Comprehensive Plan has occurred to date, but the survey content will not be compromised due to a delay. Mr. Hardesty said that the results will be accomplished by dedicating approximately one quarter to education and outreach. The schedule: Oct-Dec 2008 for Education and Outreach; Jan 2009 release survey, Feb-Mar 2009 to compile survey data.

Mr. Hardesty asked for questions and comments. Mr. Stewart asked if the Committee could bring to the Board lessons learned and directions taken. Mr. Hardesty said the

Committee will have a good feel of what is going on. Mr. Cline asked how the Survey is actually going to be implemented. Mr. Hardesty commented that it will be released electronically on an excel spreadsheet. It will go out to the PSAP Managers on Record. Mr. Cline asked if one survey would be coming back from the locality rather than multiple surveys. Mr. Hardesty said yes, only one survey per locality. Mr. Cline asked how long it would take to get the survey back. Mr. Hardesty said about 30 days to a quarter to get it back. Mr. Cline asked for other questions. There were none.

6. Status of 9-1-1 COMPREHENSIVE PLAN

Ms. Spears-Dean briefed the Board on the remaining IATs supporting the 9-1-1 Comprehensive Plan. Ms. Spears-Dean said that Donna Brown will brief the Board at the November Board meeting on the IP Backbone IAT. The completion of the IAT is expected by the end of this calendar year. The desired outcomes are to create a business case, including, lessons learned from the Southside Virginia and Southwest Virginia NG9-1-1 Pilots; outreach materials for IP Backbone connectivity and the last mile connection process. The purpose is to enable the transfer of 9-1-1 services to an IP environment that will provide an infrastructure foundation to allow greater access to information databases and more effective data transfer. Some of the deliverables are as follows: calculating the last mile costs, review equipment compatibility, documented best practices, and successes, provide advice on technology acquisitions to help ensure they are compatible with next generation technologies and are interoperable within the system, create and communicate statewide guidance on connecting to the IP Backbone, and encourage 9-1-1 centers to connect and to develop a business plan.

In April 2009, the IAT dedicated to developing statewide guidelines to foster a minimum level of 9-1-1 emergency response across Virginia will commence. This IAT will be led by Ms. Pokey Harris. The Recruitment and Retention IAT will also get underway in April 2009. This IAT will be led by Sam Keys. Ms. Spears-Dean said there is a critical need to focus on recruiting, training, and most important, retaining qualified staff. Mr. Cline asked for question. Chief Mastin asked if there is a method to make sure agencies are not duplicating efforts in funding projects. Ms. Spears-Dean said that staff is working to ensure this is not happening by working with other agencies to compile information on various grant programs. Ms. Spears-Dean said that the PSAP Grant Program is not competing with other state grant programs. Mr. Cline asked for other questions, and there were none.

7. ANNUAL REPORT

Ms. Spears-Dean briefed the Board and informed them that a copy of the "Annual Report" is in their meeting packets. Ms. Spears-Dean said that the maps are not updated; however, they will be updated once the Board looks at the text. The report is consistent with last year's format. Ms. Spears-Dean said that the Statewide Comprehensive 9-1-1

Plan will not be included as an appendix in the Annual Report, but rather, will be submitted under a separate cover to the same audience. As of July 2008, there are four remaining wireline projects (Buchanan County, Dickenson County, Lee County, and Wise County). All of these projects should be completed by the end of the fiscal year. Ms. Spears-Dean said she is not recommending changes in the E911 funding mechanism since the formula-based distribution methodology has provided consistent funding. The appropriation of the \$3.7M to the Virginia State Police is still occurring, but with the exception of one locality, all localities are receiving wireless 9-1-1 calls. Ms. Spears-Dean said she is not currently recommending any legislative changes (exception noted below), and will work to complete the strategic initiatives of the 9-1-1 Comprehensive Plan.

Mr. Marzolf addressed the Board and advised that we need to develop a definition for a “CMRS reseller”. His recommendation was for staff to work with counsel, Carrie Nee, to come up with this definition. Staff’s recommendation is to include the need for a CMRS Reseller definition in the Annual Report. Mr. Cline asked for a motion. Chief Mastin made the motion to accept the staff recommendation to include the definition of “reseller” to the Annual Report, and Mr. Von Moll 2nd the motion to include the definition of reseller to the Annual Report. All approved; **12-0-0** (Mr. Layman had to leave). Mr. Cline asked for a motion to accept the Annual report. Mr. Fred Vincent made a motion to approve the Annual Report, and Captain John Furlough 2nd the motion; all approved **12-0-0**.

8. WIRELESS E-911 REPORT AND FINANCIAL STATEMENTS

Mr. Steve Marzolf briefed the Board about the Public Safety Communications (PSC) Audit Report. Mr. Marzolf said that for the first time there were issues. Mr. Marzolf informed the Board that one item was his fault, as he did not have the documentation to support the formula for the funding. The other three finding against PSC were findings that existed since the formation of the Wireless Service Board. The Auditors recommend more controls over payment decisions. Mr. Marzolf said that as a result of the recommendation from the Auditor, PSC and VITA has been assigned a person from the Finance Department to work with the PSC payments. Susan Nelson has been hired to handle PSC payments, and will be attending all future Board Meetings. Lewis Cassada from the ISP Division will be assisting her. Another finding was the co-mingling of VGIN and PSC funds. The decision was to separate VGIN and PSC funds. And lastly, the Auditors recommended that the salaries within the PSC Division and the operating funds that are now coming out of the Wireless 911 Fund be separated. There were no other issues.

9. Update on NG9-1-1 and Hosted Services Pilot Projects

Mr. Marzolf briefed the Board on these projects. Since the last Board meeting, a kick-off for the Southside NG pilot has occurred. The TCO for the Southwest NG Pilot, which focuses on hosted CPE, has increased, but no additional funding is

required at this time. Mr. Marzolf asked for questions. Mr. Stewart asked if there are differences in the services outcome. Mr. Marzolf said absolutely. They are planning to come back with a comprehensive review of the services. Ms. Spears-Dean said there is also the cost of not doing anything. All of that is being included. Mr. Cline asked for questions, and there were none.

10. OLD BUSINESS

PSAP Scholarship Program: Ms. Spears-Dean reminded the Board that at the May 24 Board Meeting the Board approved the concept of a PSAP Scholarship Program. The Board directed PSC staff and members of the state chapters of APCO and NENA to come up with guidelines. Guidelines were developed and presented at this meeting. For the Fall APCO Conference (Oct 29 – 31st), registration and overnight accommodations for scholarship recipients will be provided. The state APCO chapter will coordinate the “Scholarship” Program on behalf of the Wireless Board, including registrations and overnight accommodations. Dorothy Spears-Deans informed the Board that the word Scholarship is misleading when it is actually a “Grant Award.” With awards made through the PSAP Grant Program, grant awardees are able to draw down funding from their grant award to cover expenses in advance of need.

Ms. Spears-Dean informed the Board that APCO is requesting a \$40,000 draw down request to cover the Scholarship Recipients for the Fall Conference. Staff would need Board action authorizing the drawdown request of \$40,000 before grant funding could be released to APCO. Mr. Von Moll asked if we could cut the payment closer to the date of the APCO Conference instead of making it thirty days in advance. Mr. Shumate wanted to know if this payment could be done in the annual True-Up. Mr. Marzolf reminded the Board that we no longer have annual True-Ups since localities get monthly payments. Mr. Vincent said he does not have any issue except giving them the money thirty days in advance. Carol Adams, the incoming APCO president, who was attending the meeting from the Culpeper site, advised that a payment made two weeks before the Conference would be acceptable. Mr. Cline asked for a motion to approve the program guidelines and to authorize the processing of a \$40,000 draw down request for APCO two weeks in advance of its Fall Conference. Mr. Vincent made the motion to approved, and Sheriff Newman 2nd the motion; all approved **12-0-0.**

PSAP Grant Award Amendments and Extensions: Ms. Spears-Dean briefed the Board and said that Isle of Wight would like to use the \$7,872 remaining balance of their FY08 Grant Award to purchase a server. Mr. Cline called for the motion to approve. Sheriff Newman made the motion, and Mr. Stewart 2nd the motion, and all approved **12-0-0.**

Ms. Spears-Dean said there are three grant extension requests, and they are: Chincoteague (\$150,000), Isle of Wight (\$7,872), and King William (\$150,000)

for FY08 that staff identified these active grants that did not receive extensions at the May 22 Board Meeting. Mr. Cline called for a motion to approve the extensions. Mr. Pat Shumate made the motion, and Sheriff Newman 2ⁿ the motion; and all approved **12-0-0.**

Ms. Spears-Dean said that staff received a request for FY09 amendment from Buckingham County. The grant award amendment is from \$41,609 to \$44,970, because the vendor has changed the price for an additional CPE work station. Staff is not recommending approval for this, as this would set a precedent for adjustments to be made for price increases. Mr. McAvoy asked what will happen if Buckingham County does not get the additional money. Ms. Spears-Dean said she does not know what will happen; however, staff can look into it and bring it to the November Board Meeting. Mr. McAvoy said he would like some sort of explanation. Ms. Spears-Dean answered that per Mr. McAvoy's suggestion, staff will look at the adjustment in the next funding cycle.

Ms. Spears-Dean said that Radford is requesting an amendment from \$38,124 to \$42,364 because of inconsistencies between the amount listed as the total project cost and the total for the incremental items listed in the budget section. Staff is recommending approval. Mr. Cline called for a motion to approve staff's recommendation. Sheriff Newman made a motion to approve, and Mr. Von Moll 2ⁿ the motion; and all approved **12-0-0.**

Ms. Spears-Dean said that Dickenson, Lee, Norton and Wise Counties are requesting funding in advance of the FY10 funding cycle of the PSAP Grant Program. They are submitting a regional initiative grant request for CAD. They were awarded a FY09 grant in the amount of \$450K for a CPE/CAD/mapping regional initiative for equipment which had received an end of life notice. In addition, these localities, along with Lee County, agreed to participate in a pilot program for hosted PSAP services to include both CPE and CAD. The CPE portion of the pilot will be underway shortly. However, due to the fact that this is a pilot, and subject to a longer implementation timeline, it will not be possible to time the CAD portion of the pilot to coincide with hosted CPE. As a result, staff is recommending that the Board approve two conditions or stipulations to accompany the localities' FY 10 funding request: Identify the request as a Tier 1 project and the ability to draw down the request before July 1, 2009. Ms. Smith asked if this is an emergency consideration, and that is staff is recommending funding in FY09 rather than FY10. Mr. Stewart wanted to know how funding would be done if it was not done as an FY 10 grant. Ms. Spears-Dean said it would have to be handled as an emergency request.

Mr. George Thomas, PSAP Grant Program Committee Member, addressed the Board, and said that no other jurisdiction has yet submitted an FY10 funding request. Mr. Vincent agreed with Mr. Thomas that the request should either be considered as an emergency or during the normal grant cycle. Mr. Cline asked if

the money would be available before the next Grant cycle. Mr. Marzolf said yes. Mr. McAvoy asked if they could review and get feedback for the November meeting. Mr. Vincent said if it is an emergency, that the Board should go ahead and make a recommendation of approval as an emergency for FY09. Mr. Cline called for a motion to approve. Mr. Stewart made a motion to approve, and Sheriff Newman 2nd the motion; and all approved **12-0-0.**

11. NEW BUSINESS

Solicitations and Telemarketing on 911 Trunks: Ms. Spears-Dean said a request from Mr. Rodney Gentry was made through Mr. Hines to discuss solicitations and telemarketing on 911 Trunks. Ms. Spears-Dean is recommending that staff work with Mr. Gentry and Mr. Hines and report back at the November Board Meeting. Mr. Stewart asked if Verizon is the only concern, or if there are multiple carriers? Ms. Spears-Dean said it is multiple carriers. Mr. Stewart is recommending drafting a letter and seeing what is the response. Mr. Cline asked for consensus. All Board members agreed with the suggestion.

TracFone: Mr. Marzolf asked that this item be removed from the agenda, because of insufficient information, and that it be placed on the agenda for the November meeting.

Mr. Cline asked if anyone had anymore new business they would like to discuss. Captain Furlough asked about the raid of the 911 Funds. Is it a possibility? Mr. Marzolf said that it is a possibility; however, staff will not know until the General Assembly meets. There were no other new business.

12. ADJOURN MEETING OF THE BOARD

Mr. Cline adjourned the meeting at 12:30PM..

Respectfully Submitted:

Terry D. Mayo

(Date)